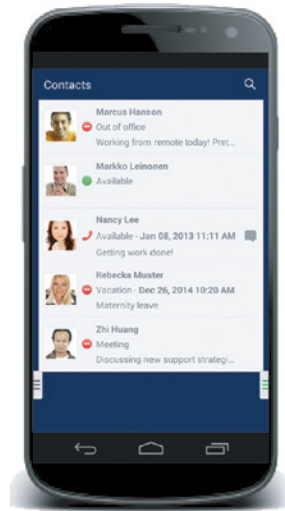


MiCloud Telepo for Android 5.3

The Future of business communication today

Key features

- MiCloud Telepo application for Android
- Branded to the service provider
- Unified business communication on the move
- Always be part of the corporate network
- Wide range of features
- Control costs
- Secure



Mobile phones have gone from being a one-to-one conversation device to a fully fledged communication and collaboration tool with everything you need for the modern mobile work environment. This makes it the perfect communication tool for many professional users and when it is combined with MiCloud Telepo for Android they are powered by MiCloud Telepo Solution. MiCloud Telepo delivers unified business communication services such as instant messaging, directory search, call transfers, presence, line state and cost control services all on a smartphone. It is also an excellent branding platform for Service Providers that want to connect their delivered value with their own brand.

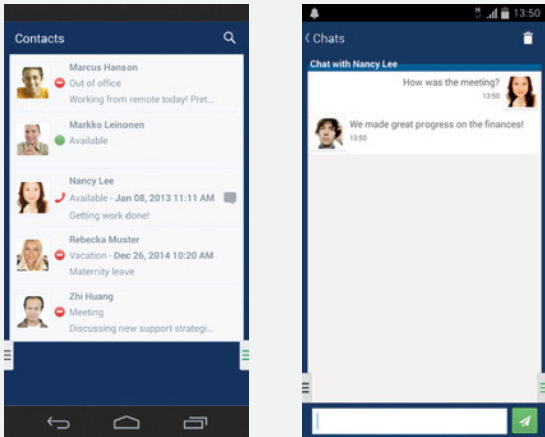
MiCloud Telepo for mobile

MiCloud Telepo for Android phones and tablets together with MiCloud Telepo for Service Providers, provide business users with a rich set of professional services that enhance communications, ensure that users always are part of the corporate network and provide the enterprise sufficient control over mobile phone usage as well as cost.

MiCloud Telepo for Android is a white-labeled unified communication application using the device capabilities to access corporate directory, user presence, instant messaging and real time line-state. It also provides mobile users with access to corporate voice mail, switchboard operators and dial using enterprise-abbreviated numbers as they would from their fixed office phone.

Saving cost for frequent travellers

Built in mobile least cost routing based on call-back, enables international travelers with MiCloud Telepo applications to save roaming costs while abroad. For many enterprises the soaring costs of mobile roaming can account for as much as a quarter of total enterprise spend on voice communications.



Presence and directory services

The application uses the available data access (WLAN/3G/GPRS) to connect to the back-end server to provide the user with adequate information about directory enquiries and other information. Users can design their own contact list of team members or most important colleagues. The contact list and directory search results are automatically populated with presence information, availability information and real-time line state.

The embedded directory search engine is dynamic to different input criteria such as name, number, skills, organization etc. which ensures that users can always access resources even if they do not know exactly who to search for. The search results are based on the corporate directory information (content similar to business card information) and the personal contacts from the local phonebook. Mobile data networks are not always available or are too expensive to use to do an online directory search. Users therefore have the option to activate the offline mode and store company directory information directly on the mobile phone. Users can easily update their presence information to keep colleagues and switchboard attendants with up to date information about their availability using the Mobile interface. The same presence information is used to control call routing and personal voice mail greetings in a multilingual context.

Reusing Android native services

When the application is installed it automatically integrates with some of the available native APIs in the Android OS. This enables the user to have a native experience and still access MiCloud Telepo delivered services without opening the application.

Business class messaging

MiCloud Telepo offers the enterprise user secure chat services within the enterprise. The user sees the availability of other users in the contact list for messaging and is able to exchange real time chat messages with other MiCloud Telepo applications.

Call log

As a complete fixed and mobile convergence service, MiCloud Telepo for Mobile delivers full integration with the other services provided in MiCloud Telepo. Call log is a key resource of contact information for business users. It is integrated with the unified messaging service. Calls made using callback in Telepo for Mobile will show up as placed or received calls in other devices such as MiCloud Telepo for Desktop or a desk phone.

Attendant and Automatic Call Distribution (ACD) services

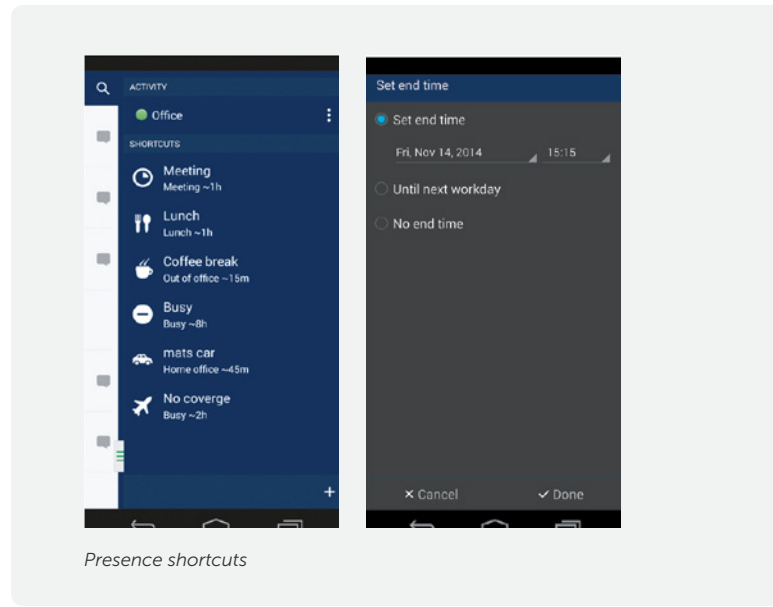
Attendants, receptionists and ACD agents are often the front desk for incoming calls and customer care services. With MiCloud Telepo for Android they can free themselves from their desk and use their phone to be part of the communication flow, even if they are on the run or working from home. The application allows them to easily log in and out using soft buttons and automatically control when they are available or unavailable regardless of whether they are logged in.

Blind and attended transfers

Attendants will have the possibility to transfer calls via the intuitive interface. It may be in the form of a Blind transfer, where the attendant simply forwards the call to a recipient without prior announcement – or an Attended transfer, where the attendant puts the caller on hold, phones the recipient and asks permission, and then forwards the call or calls another potential recipient. The attendant can keep calling potential recipients until someone accepts the call, it is turned into a blind transfer or ended. This delivers excellent control over all available resources and ensures the high quality demanded by customers.

ACD supervisor

ACD Supervisors can also benefit from the application and free themselves from their desk. With MiCloud Telepo for Android ACD Supervisors can monitor their ACD and Attendant groups and log in and log out agents to ensure that the groups are properly staffed.



Built in provisioning

Efficient administration and operational excellence are critical factors for business success. This applies for end users, enterprise and Service Provider administrators. MiCloud Telepo for Android has been designed to fit smoothly into existing enterprise voice infrastructures and to minimize administrative overheads.

MiCloud Telepo for Android provides built in over the air provisioning and management from the centralized Management Node. The Android applications are installed from Google Play and a link is sent out via email or SMS directing the user to MiCloud Telepo in the Google Play store. The installation wizard ensures that all users manage the installation successfully, while configuration will be automatically downloaded from the backend using GPRS/3G data service. The installation can be initiated by the end-user.

Available for the leading mobile platforms

MiCloud Telepo applications are available on all the leading smartphone platforms - Android, Android tablets, iPhone, iPad and Windows Phone. All applications have been developed to delight users with a consistent experience both from a Mitel and a mobile platform perspective. Android users get their Android experience while iPhone users get their iPhone feeling and both are anchored in the underlying user centric MiCloud Telepo experience.



Key features

UNIFIED COMMUNICATION

- *Telephony*
- *Presence*
- *Messaging*
- *Personal call routing*
- *VoIP*

CALL HANDLING

- *Calls placed via enterprise infrastructure*
- *Easy access to enterprise voice services*
- *Short number dialling*
- *Click to call from native contacts, calling with MiCloud Telepo application*

PRESENCE AND DIRECTORY

- *Set user presence*
- *Schedule future presence events*
- *Presence widget for Android home screen*
- *Directory search with presence*
- *Personal contact list*
- *Detailed contact view with photo*
- *Contact line state information*
- *Offline directory contact search*

USABILITY

- *Multi-language*
- *Intuitive user interface*
- *Service Provider branding*

MESSAGING

- *Chat*
- *Text messages*

LEAST COST ROUTING

- *Least cost routing using callback*

ATTENDANT AND ACD AGENT SERVICES

- *Attendant transfers*
- *Blind transfers*
- *ACD Supervisor agent management*
- *Group statistics*
- *Group login and logout*

ADMINISTRATION

- *Over-the-air installation and updates*
- *Over-the-air configuration*

SECURITY

- *Encryption of user credentials*
- *User authentication of all calls placed*
- *HTTPS support for server communication*

SUPPORTED PHONES

- *Android phones running 4.x and later*
- *Android tablets running 4.x and later*
- *Android 2.2, 2.3 and 3.x supported on MiCloud Telepo Mobile 4.2*